uonews
Universal Orlando Resort™ Team Member Newsletter
October 30 - November 12, 2017

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New Wardrobe **Accountability Program**

Veterans Day Parade Returns November 9

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Your Season!

Making Your Holiday a Little Brighter

Our annual Team Member Holiday Celebration – **"Your Season"** – is back!

Aimed at providing Team Members a holiday experience to remember, there's a lot in store for this year's celebration. From an exclusive Team Member holiday booklet filled with special offers to our annual turkey distribution and so much more, it's a season of appreciation, perks, giving back, and celebrating our Team Members.

Check out page 2 for details on what's in store for Your Season!

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

Check Out 'Your Season' of Perks!

Turkey Distribution Kicks Off Our Annual Team Member Holiday Celebration

Your Season!
UNIVERSAL ORLANDO RESORT

Two 1-Day/3-Park Park-to-Park Tickets Added to Your Comp Pass Bank

Share the fun of the holiday with family and friends! UO Team Members who are active on December 1 or hired between December 1 and 18 will receive two 3-Park 1-Day Park-to-Park tickets via the Team Member Comp Pass System. These tickets valid for admission to Universal Studios Florida™, Universal's Islands of Adventure™, and Universal's Volcano Bay™, from Saturday, November 18, 2017 through Wednesday, January 31, 2018 except during our peak week (12/21/17 – 1/3/18).

Your Season Holiday Booklets - *Mailed to Your Home!*

Your Season Holiday Booklets contain special offers for snacks, beverages, meals, and merchandise at Universal Orlando Resort™. Booklets will be mailed to all UO-paid Team Members - please be sure that you update your address via the Self-Service Center on UOTeam.com to ensure you receive your booklet. Log onto the Self Service portal to verify your mailing address today! Active Team Members who are hired by November 12 will receive their booklets in the mail. All Team Members hired between November 13 and January 31 will be given their booklets in Orientation.

Holiday Shopping? We've Got You Covered with Exclusive 'Your Season' Discounts!

Don't Miss the Merchandise Garage Sale

The ever-popular Merchandise Garage Sale returns with deep discounts, **starting with discounted rates starting at 70% off** on great items! Don't miss the Team Member-exclusive preview of the sale for the best selection. Shop early because holiday shopping has never been easier!

Hours of Operation:

Sunday, November 12: 2:00pm to 7:00pm – **Team Member Exclusive**
(IDs will be checked)
Monday, November 13: 9:00am to Noon – Annual Passholder Exclusive
Noon to 9:00pm – All Guests Welcome
(IDs and Passes will be checked)
Tuesday, November 14: 6:30am to 4:00pm – All Guests Welcome
Wednesday, November 15: 9:00am to 6:00pm – All Guests Welcome

Take Advantage of 80% Off at U-Shop

Get significant savings on previously marked down apparel, toys, and souvenirs at the U-Shop in Wardrobe this year. Beginning November 21 and running through December 30, all items are discounted at 80% off!

50% Off Merchandise Park-Wide

All UO Team Members receive 50% off purchases at UO-owned and operated stores from Monday, November 13, 2017 through Sunday, December 31, 2017 by presenting your valid UO ID. Standard discount restrictions apply on all collectibles, sundries, media, and film.

UPDATED TIMES

Your Season for Appreciation: Team Member Turkey Distribution

TEAM PARK - GARAGE 1st Floor
Monday, November 13 ..... 3:00pm–9:00pm
Tuesday, November 14 ..... 6:30am - 8:30am / 10:00am–4:00pm

CITYWALK North Parking Structure - 1st Floor / King Kong
Thursday, November 16 ..... 10:00am–4:00pm
Friday, November 17 ..... 5:00pm–Midnight

Note: **Commodity Circle and Exchange Drive Team Members should see their HR Representative for distribution times and locations.** Turkeys will be distributed on a first-come, first-serve basis and must be picked up in person during the above dates and times. Universal Orlando Team Members only. Your Season turkeys are not available for third party team members or concessionaires.

"Sponsor a Family" Program

UO's "Sponsor a Family" program provides assistance to Team Members in need during the holidays with gifts for children under 18 years of age.

Need Assistance This Holiday Season?

If you're in need of assistance with gifts this holiday season, please fill out the application which is available for download on UOTeam.com or in the Team Member Services Room in B-111. **The deadline for the application and all supporting documentation is Saturday, November 18.**

Become a Sponsor!

Thanks to the variety of contributions from our very own Team Members over the years, this program has helped countless UO families enjoy a very special holiday season. If you or your team/department is interested in helping make a Team Members' holiday season one to remember, you have the opportunity to sponsor a family! **Stop by the Team Member Services Room in B-111 between Friday, November 3 and Monday, November 27 to sign up.**

In the Spotlight

Have any Wardrobe Items at Home or in a Locker? Time to Bring Them In!

In an effort to make as many wardrobe items available as possible for other working Team Members, the Wardrobe team is launching the Wardrobe Accountability Program. The program is designed to encourage Team Members to return any outstanding (delinquent) wardrobe items and keep their wardrobe accounts in good standing.

Team Members have a grace period – until Sunday, December 31 of this year – to return any outstanding items without any disciplinary action. Following the grace period, the disciplinary process (as outlined in existing company policy) will take effect, beginning with verbal warnings.

Here's how you can make sure your account is clear and that items are returned without penalty:

- **Remember to return items at the end of each shift, especially when "rescuing."** If you are on Home Care, you might inadvertently go home with your rescue wardrobe. Remember to drop off your temporary wardrobe assignments after your shift is over to avoid any delinquent items.
- **Check the status of your account at Wardrobe Guest Service or any Wardrobe station.** The system keeps track of every item that's been checked out to you and will let you know what items you still have outstanding.
- **Locate your items and return them.** Whether your items are in your locker or at home, be sure to return items just as you normally would – in the specially-marked chutes in the main concourse of the Wardrobe service area. Be sure to watch the check in screens and ensure your item has been removed from your account. As a reminder, you can only keep accessories after your shift to be stored in lockers unless you are authorized for Home Care.

Additional information is available at the Wardrobe checkout counters. If you have any questions about this process, please speak with your leader or visit the Wardrobe Guest Service desk in B-3.

Thank you for helping ensure you and your fellow Team Members are looking the part!

Operations and Technical Services Partner to Enhance Guest Satisfaction

"Cooperation across departments" was identified as a key business lever and our company-wide focus for Team Member Satisfaction (TSAT) in 2017. This year, Operations and Technical Services introduced a cross-departmental initiative to enhance our guests' experience at our attractions. With a main objective to reduce some of the key guest satisfaction detractors like long lines and downtimes, they set out on a joint mission to overcome any potential challenges without barriers such as cost or difficulty.

With the assistance of partners in Business Analytics and Industrial Engineering, Talent Development, and Organizational Development, the teams kicked things off with an initial meeting and have been participating in interactive sessions to identify solutions. They have already narrowed down the list to actionable items and formed some smaller, cross-functional teams to work on them. "In order to achieve greatness, continuous improvement is needed within an organization," says Mark Hammerling, Vice President, Technical Services. "Joining Technical Services and Operations for a singular focus to enhance guest satisfaction is a milestone and shining example of cooperation at Universal Orlando. The most important thing for me is guest satisfaction and this partnership will reduce guest dissatisfaction and improve our guests' experience overall."

From topics like communication, efficiency, policy, downtimes, and others, the teams have collaborated to develop strategies and plans to take action. At monthly meetings, the teams present their proposals, discuss with the entire group, and establish next steps. "Just the process alone has been very productive and has brought the two teams closer together," says Adam Kingsley, Vice President, Operations. "We are continuing to meet regularly and will have some positive changes made shortly. We are also putting together some business plans to propose other larger changes."

SEE AND SAY!

Snapchat Spectacles Have Arrived!

In coordination with Snapchat, Inc., four Snapchat Snapbot vending machines have been installed and staffed, selling Snapchat Spectacles at three locations within Universal Orlando Resort™:

- **Universal Studios Florida: One Bot near Chez Alcatraz™**
- **Universal's Islands of Adventure: One Bot near Toon Amphitheater**
- **Universal CityWalk: Two Bots near the Coca-Cola Marquee**

Snapchat Spectacles are sunglasses with a phone-connected camera built in. As the user wears them, the Spectacles take photos and video, which are sent directly into the user's camera roll on Snapchat to be shared with their friends.

Please note: *For guests with questions relating to this product, please direct them to a Snapchat Representative at any of the Snapbot locations. Spectacles cannot be returned to any location at Universal Orlando Resort.*

Check out more ways to be social on page 8 of this issue!

Check Out 'uKNOW'

uKNOW provides Team Members quick access to resort and operational information, so they can assist our guests with efficiency and accuracy. It's just a click away from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer). Some of the highlights include:

- **Featured & Trending Topics**
- **Quick Links**
- **General UO Information**
- **Search Function**
- **And So Much More!**

Start exploring today and become the Universal experts our guests expect!

uKNOW

Making an Impact

HELPFUL TIPS

Accessibility is Universal

We embrace a culture of inclusion with teams focused on varying abilities for Team Members, guests, and applicants. **Did you know that 1 in 6 Americans have some kind of varying ability?** From visible disabilities, such as mobility, and vision, to invisible disabilities such as cognitive or emotional – you may interact with someone that has a varying ability and not even realize it. Here are some tips while interacting with guests or Team Members with varying abilities:

- **Be Mindful of Your Words** – Avoid using offensive terms such as "confined," "handicapped," "wheelchair-bound," etc. Always refer to the person first, not the disability. For example, you should say "guest in a wheelchair" rather than "wheelchair guest."
- **Speak Directly to the Guest or Team Member (not their companion or interpreter)** – By speaking to the companion or interpreter, you may be inferring that the person is not the central focus, equal or unimportant.
- **Don't Underestimate their Abilities** – People understand what they are capable of and what their limitations are.
- **Don't Touch a Mobility Device Without Permission or Use it Inappropriately** – A mobility device is an extension of the person and should be treated with the same respect as the individual.
- **Don't Touch or Distract a Service Animal** – A Service Animal is always working. They come in all breeds and sizes, and do not require identifying vests or tags.

It is up to each of us to ensure that all of our guests, regardless of ability, enjoy our resort to the fullest extent. We can help make that happen by being compassionate and sensitive to all people's diverse needs. Stay tuned for more tips to help expand your knowledge on Accessibility is Universal!

Want to Learn More?

Connect with the **Operations Safety/ ADA Compliance** team or join the **MyAbilities** Team Member Resource Group - just visit the **Diversity & Inclusion Site on myUO** and sign up to receive info and updates!

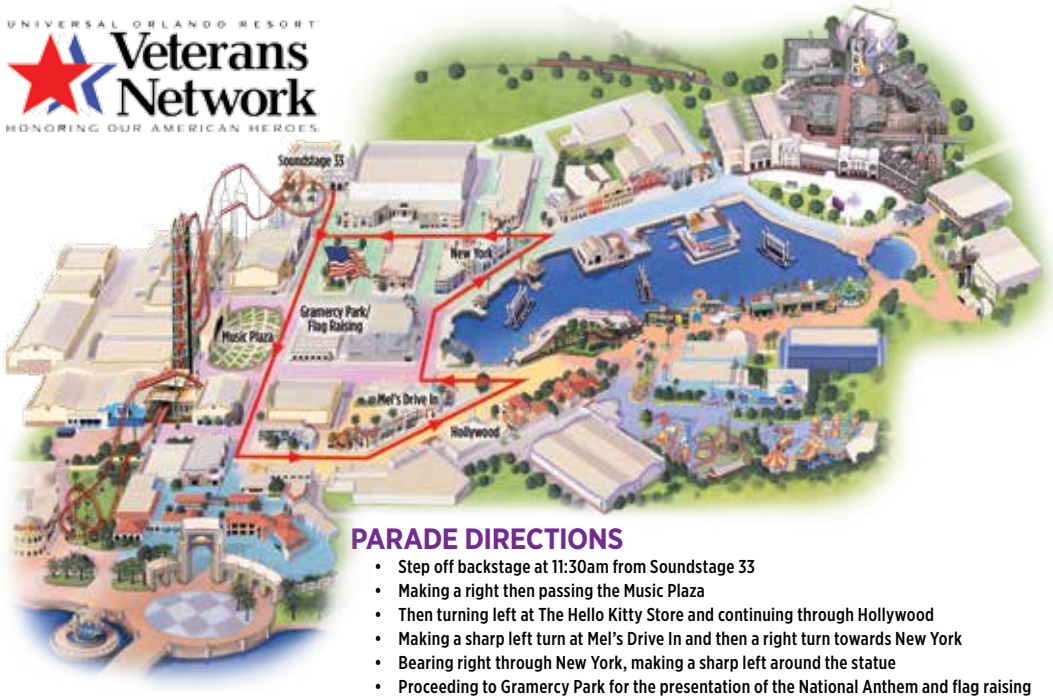
MyAbilities Network

Universal Orlando's Veterans Day Parade Returns Thursday, November 9

Our Diversity & Inclusion team invites you to come out and support your Universal Orlando Veterans Network Team Members as they march in our eleventh annual Veterans Day Parade through Universal Studios Florida™! We are honored to have hundreds of active, reserve and retired Team Members at UO that each come together to share their talents and experience across our diverse universe.

For UO Veterans who want to march in the parade, please check with your management team, participation is voluntary. As everyday heroes, Team Members are welcome to march in wardrobe, active reserve, or former military attire. At the conclusion of the parade a private luncheon will be offered for our UO Vets, in appreciation of your service and courage.*

11th Annual Veterans Day Parade • Thursday, November 9 • 11:30am Step off at Soundstage 33



PARADE DIRECTIONS

- **Step off backstage at 11:30am from Soundstage 33**
- **Making a right then passing the Music Plaza**
- **Then turning left at The Hello Kitty Store and continuing through Hollywood**
- **Making a sharp left turn at Mel's Drive In and then a right turn towards New York**
- **Bearing right through New York, making a sharp left around the statue**
- **Proceeding to Gramercy Park for the presentation of the National Anthem and flag raising**

*Registration is required to participate in the parade and/or attend the luncheon. Please visit **UOTeam.com/ourdiverseuniverse** to sign up today!

Scene Around: 2017 Spirit Day

Team Members wore purple in support of lesbian, gay, bisexual, and transgender (LGBT) youth on #SpiritDay.

Did you know if you volunteer at least 52 hours a year, you could be a part of **Club 52**? Visit **UOTeam.com/ourcommunity** to learn more.

Behind the Screams: Art & Design

An Eye *for* Horror...

Every year, Universal Orlando Resort™ brings nightmares to life with immersive houses and scare zones at Halloween Horror Nights™. The concepts and details of these frightful tales come from the minds of our Entertainment Art & Design teams – a process that takes months from start to finish. An integral component to each house and scare zone is the décor and props that help tell the story. We had the privilege of spending some time with two members of Art & Design's Décor team at one of this year's original-concept houses, Dead Waters. Meet **Karen Rigsby, Manager, Art & Design** and **Jeff McDonald, Supervisor, Art & Design**.

We started with the props (any item a scareactor handles). Jeff pulled out a collection of knives, staffs, and spines – oh my! We were relieved to learn they are only replicas. In fact, the team has a vendor create flexible plastic copies of specific weapon models, then hand-paints them - no detail is overlooked.

After oohing and aahing over how realistic the props were, we headed into the depths of Dead Waters to the Voodoo Queen's lair - a fitting spot for our interview. Surrounded by animal sacrifices, voodoo-inspired décor, a hanging body, and snakes, so many snakes – we started to get a better idea of how it all got there:

Karen: We essentially have two teams, myself and Jeff handle all of the houses and Jane Wymore's (Manager, Art & Design) team handles the scare zones and shows. Our teams are responsible for selecting and installing all of the decorative elements and props for our HHN houses, shows, and scare zones.

How do you decide what décor and props will go into each house?

Karen: Well, it all starts when we get the initial concepts from the Art & Design team early in the year. Then we can start determining what we already have and what we might need to buy for that year's houses. Jeff does all the buying. Jeff shops practically 5 days a week from April to August.

Jeff: Whatever I think we don't have at our warehouse, I start shopping for - from props, pianos, anvils, you name it. Once we get the concepts and see what we're doing, then the research starts. For The Fallen this year, I had to find a 300 lb anvil. I found someone selling one online and drove to pick it up.

Karen: When it comes to deciding which items go where, we have a lot of freedom with our original houses. Where we are standing is where the Voodoo Queen is torturing people and this is all out of my team's head. Although, we're not as creepy as it might look.

Jeff: There is a lot of consideration when sourcing items for a film/TV -inspired house. Our guests are familiar with the stories, so we've got to match and hopefully exceed their expectations.

How does it all come together?

Karen: Jeff and I spend 3 days, alongside the Designers, in the warehouse pulling everything we think would go with a particular house. We color-code and pack everything in a specific order into tractor trailers. There's a lot of advance planning required to make it work. Once the houses are built – walls up, painted – a crew of 5 Décor Team Members work for 7 days in each one decorating. We unpack each trailer, move it into the house, decorate and secure everything within an inch of its life, so it doesn't get dragged out as souvenirs. Once we're done, we walk the house with the Director, take notes, and make tweaks. We don't stop until we open.

The Voodoo Queen uses a "ritual knife," so the team had a replica crescent moon knife created to bring the horror to life.

Wow – that sounds like a huge undertaking.

Karen: And it's not just finding things, buying them, and setting them up. A lot of times we have to modify the look of things and also ensure items are safe. We also partner with a lot of other departments, like Effects, Lighting, Costuming, and others. A lot of times we work together to bring an element to life. For example, we supply the bodies to all of the houses, but Effects might be making it move. We're in charge of determining what the body will look like – what clothes they wear, what wounds they have, all of that.

Jeff: We actually have a body morgue at the warehouse with everything cataloged, along with a prop morgue, furniture morgue, and others. After the event, we restock a lot of things and update all of the morgues to know what we have available.

Karen: Because of the nature of how we reuse things, we can change the look of a body from one year to the next. And, all of the bodies have names, we like to be nice. It's kind of rude to treat them just like numbers.

Where does it all go at the end of the event?

Karen: We get two days to take it all down – two, eight-hour days. Our team works incredibly hard. We have to go in and unscrew/unglue every item. We try to save as much as possible. Then, we get ready to do it all again next year!

Around Our Universe

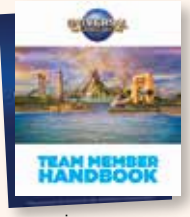
IMPORTANT NOTES

Know Your Stuff: Updates at Our Resort

Check out ththe below updates and be sure to stay in-the-know on operational updates with resources like the ***Daily Park News***, **Team Member Reference Guide**, and **uKNOW** - all accessible on myUO (from any on-property computer) under the Resort Knowledge Center.

- The Package Pick-Up location at Islands of Adventure™ has transitioned from Ocean Trader Market™ to Port Provisions™.
- Cinnabon® at Universal CityWalk™ is officially back open for business with a sleek new look after its recent refurbishment.

Team Member Handbook Update



The Team Member Handbook has been updated to a new edition (October 2017), and is now available on **UOTeam.com.** In addition to minor edits throughout for spacing, grammar, style, and clarity, this edition includes the following updates:

- "Use and Care of Wardrobe" (p.12) **– updated to remind Team Members to return loaned garments at the end of their shift**
- "Employment Status Categories" (p. 15) **– includes Temporary Team Members as a status category**
- "Retirement and Financial Resources – 401(k) Retirement Plan" (p.36) **– updated to reflect that the 401(k) plan is open to all Team Members**
- "Time Away From Work – Jury Duty" (p.38) **– updated to reflect immediate Team Member eligibility for Jury Duty**

Team Members are able to access the new handbook online anytime at **UOTeam.com** (available under "References"). If you have any questions about the policies outlined in the Team Member Handbook, please consult your Human Resources representative.

TeamCare Welcomes Dr. Gurpawan Dhaliwal, MD

TeamCare is excited to introduce **Dr. Gurpawan Dhaliwal, MD**! Dr. Dhaliwal will join Dr. Asbury, Lauren Machamer and the entire TeamCare staff to provide comprehensive family medical care to our Team Members. He is a Board Certified Family Medicine practitioner and completed his undergraduate degree in Molecular and Cellular Biology at the University of Illinois at Urbana-Champaign. Dr. Dhaliwal attended the American University of Antigua College of Medicine. He was Chief Resident during his residency at the University of Illinois College of Medicine at Peoria.

"My passion is working together with individuals and their families to keep them healthy. Prevention, lifestyle, and patient education are all components of building a healthy partnership."

Welcome to TeamCare and the Universal Orlando Resort™ family!

TeamCare Hours

TeamCare

Walgreens Pharmacy at TeamCare
Monday through Friday / 6:00am-6:00pm
www.walgreens.com

Medical Care
Monday through Friday / 7:00am-5:30pm
NEW! Extended Hours
407-224-CARE Appointments preferred

November is National Diabetes Awareness Month

Did you know? In 2015, 30.3 million Americans had diabetes and about 1.5 million are newly diagnosed every year. Without major changes as many as 1 in 3 US adults could have diabetes by 2050. November is National Diabetes Awareness Month - join the Get Healthy! Team Member Wellness Program for an educational session and screening opportunity.

get healthy!

Managing Diabetes: Presented by Dr. Dhaliwal • **Wednesday, November 1 / Noon - 1:00pm** • B112 Training Rms

Join TeamCare's Dr. Dhaliwal to learn more about pre-diabetes and diabetes prevention and management. Whether supporting a family member or loved one with the disease or managing it yourself, this valuable session will provide you with introductory information and resources.

A1C Screenings • **Thursday, November 2 / 7:00am - 4:00pm** • Wardrobe Hallway

The A1C is a quick, five minute finger stick screening to test for prediabetes and diabetes. Fasting is not necessary. No appointments - Team Members will be screened on a first-come, first-serve basis.

Additional Resources

American Diabetes Association.

Make an appointment with TeamCare if you have diabetes, but are not seeking care at the moment. We are happy to discuss treatments and have many ways to manage this chronic disease. Call TeamCare at 407-355-0803 to set up a physical appointment. Further information can be found at the American Diabetes Association's website: www.diabetes.org

Get Your W-2 Fast!

Universal Orlando's Payroll team offers you a fast way to receive your W-2. Consent to receive your W-2 electronically and you'll have convenient access to your electronic W-2 via the Self Service Center earlier than mailed copies. Plus, you'll protect yourself from identify theft by preventing a mailed copy to be stolen. **It's Easy to Record Your Consent Today!** *Consent must be received by January 1, 2018 to prevent a hard copy from being mailed to you.*

• Visit the Self Service Center on **UOTeam.com** • Select **'Self Service'** from the main menu • Click **'Payroll and Compensation'**, then 'W-2/W-2c Consent'

Update Your Records Too • Visit the **Self Service Center** on **UOTeam.com** • Select **'Self Service'** from the main menu • Click **'Payroll and Compensation'**, then **'W-4 Tax Information'** to update your Federal Withholding Tax filing • Click **'Personal Information'**, then **'Home and Mailing Address'** to update your address

Questions? Contact the Payroll Department / 407-363-8035 / Human Resources Building (B-111)
Mondays - Thursdays: 8:00am - 5:00pm / Fridays: 7:30am - 5:00pm

Early Pay Coming Thursday, November 9

The Payroll Department will be expediting your pay due to banks being closed on Friday, November 10 in observance of Veterans Day. Payday will be Thursday, November 9 for your convenience. The Payroll Department remains open on Friday, November 10.

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Your Park After Dark - Despicable Me Minion Mayhem™

It's the FINAL 'After Dark' event of the year!
And you're invited to this Team Member - exclusive party after park close. Enjoy food, entertainment, and rides on **Despicable Me Minion Mayhem™.**

Your Park After Dark
Despicable Me Minion Mayhem™
Wednesday, November 1
9:00pm - 10:30pm
Team Members only, No guests

ACTIVITIES

November Book and a Movie!

Join us as we read a timeless classic: ***Murder On The Orient Express.*** A lavish train ride unfolds into a stylish and suspenseful mystery. From the novel by Agatha Christie, Murder on the Orient Express tells the story of thirteen stranded strangers and one man's race to solve the puzzle before the murderer strikes again.

Team Members have the option of purchasing a movie ticket for the film showing after the book club at AMC CityWalk. Books available in the Team Member Services room.

November Book and a Movie: ***Murder On the Orient Express***
Friday, November 10
5:30pm / Hollywood Suite (USF)
Continued at AMC CityWalk
Book:$5 Movie: $5
One guest welcome.
Space is limited.

UO Fun Run Registration Ends November 5

Don't miss your chance to sign up for the 2nd Annual Universal Orlando Fun Run 5k through both Universal Studios Florida™ and Universal's Islands of Adventure™ Theme Parks on December 2. The run begins at 6:00am and will have lots of fun surprises in store! The Fun Run is open to Universal Orlando and Loews Hotel Team Members, 3rd Party team members, Annual Passholders, and their friends & family – all ages are welcome.

New this year: **TEAMS!** Register as an individual or a team. Special prizes go to the largest team. For details or to register, visit **UOFunRun.com** today!

UO Fun Run 5K ▪ Saturday, December 2 / 6:00am ▪ Register: UOFunRun.com

FULL SAIL UNIVERSITY

Full Sail University Offers UO Team Members Scholarship Opportunity

Full Sail University is excited to announce a scholarship opportunity for employees of Universal Orlando Resort interested in pursuing select online bachelor's or master's degrees. Through the Universal Industry Partner Scholarship, qualified applicants of a select Full Sail bachelor's or master's degree can receive **15% off current tuition rates**. To request more information please go to: **https://hello.fullsail.edu/universal**

Make sure to check out the **Savings Spotlight on** UOTeam.com to view the full list of amazing discounts for UO Team Members!

Daylight Saving Time Ends November 5

Daylight Saving Time has been used in the U.S. and in many European countries since World War I. It ends on the first Sunday each November, so don't forget to set your clocks BACKWARD at **2am on Sunday, November 5.** Enjoy the extra hour of sleep!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Christopher Porch** from Talent Development and **Joey Price** from Entrance Operations - the couple wed on September 5.
- Congratulations to **Rachel Faucett** from Attractions Operations on the birth of her daughter, Deborahe Sue Morales, on September 19.
- Congratulations to **Randy West** from Attractions Operations and Tammy West - the couple celebrated their 34th wedding anniversary on October 15.
- Congratulations to **Jason Hayes** from Event Operations and Beth Hayes - the couple celebrates their 25th wedding anniversary on October 31.
- Congratulations to **Terry Rives** from Technical Services and Pam Rives - the couple celebrates their 39th wedding anniversary on November 4.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

UO Golf League Champions Named!

Congratulations to the 2017 Universal Golf League Champions, **Scramble Masters!**

Additionally, an End of Year Golf Tournament was held on Saturday, October 7. Congratulations to our winners **Ric Wisehart, Russell Baker, Gorden Bennett**, and **Brian Batten.**

Team Member Services thanks all the teams who participated in the league, and hopes to see you next year! Visit **UOTeam.com/sportsleagues/** for more information about UO's Sports Leagues.

Let's Get Social!

Connect, Network, and Share

Have you checked out the new Universal Orlando Resort™ Facebook Careers Page, as well as the refreshed LinkedIn page? Both of these social platforms give you the opportunity to receive career tips from our recruiters, stay up to date with job postings, network with others in our industry, and discover the amazing stories of our Team Members. There is also information about upcoming job fairs, Team Member Spotlights, and engaging content. **Search Universal Orlando Careers on Facebook and Universal Orlando Resort on LinkedIn.**

Team Member Social Media Reminders

There's a lot happening at our resort and it's exciting to share. As a reminder, as UO Team Members it's important to be aware of our social media policy before posting or sharing anything UO-related in your social media networks. Here's some key things to remember:

Learn more at **UOTeam.com/termsofuse**
Have questions? Speak to your supervisor or manager for details!

YOU'RE EMPOWERED TO SHARE:

- ✓ Any and all **official** Universal Orlando® communications that are publicly available.
- ✓ Your **personal experiences** as a guest enjoying our resort.
- ✓ Team celebrations or events in locations **available to the public**.

*If it's **available to a guest** (on stage) and you are acting as a guest, **feel free to share** photos, tweets and more with your **personal network!***

USE CAUTION:

- ✗ Don't post photos, videos or tweets of **backstage or back-of-house** areas.
- ✗ Don't share **speculating rumors** from fan or blog sites. Share news from official UO sources as noted above.
- ✗ Don't feel the need to **defend** Universal or interject yourself into conversations about the brand.

Express Your Love of UO with the Unimoji Keyboard

Take your texting to the next level with the all-new **Unimoji keyboard.** Some of your favorite Universal Orlando Resort™ and Universal Studios Hollywood characters and experiences can now be a part of your daily conversation. Download this new, free app and start using a velociraptor, a #UOAP pass, and so many more desired emojis in your text messages.

This is only the beginning. More and more universally-inspired emojis will launch for your texting pleasure, so stay tuned to Twitter and Facebook for updates.

• Download the Unimoji keyboard for free from the **Apple App Store** and **Google Play App Store** to begin your epic chats! •

uonews

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